



Problem Resolution Report



CoSD Contract no. 537863

Solaris Containers

HP/CoSD-87

February 25, 2012

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") originally dated January 24, 2006 and restated on April 5, 2012 ("the Agreement"), agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for the inclusion of Resource Units and pricing for Production and Preproduction/Test Solaris Containers. A Solaris Container is a Virtual instance residing on a Solaris Server.

Resolution:

1. Section 6.5.3, Application Server Services Environment, of Schedule 4.3- Operational Services, of the Agreement, is amended by the addition of the following:

6.5.3.10 Solaris Containers

Solaris Containers uses virtualization to allow for multiple -applications-per-physical server deployment model while sharing physical hardware resources. The objective is to safely consolidate multiple applications onto one physical system to increase utilization rates while decreasing costs associated with power, space, cooling, administrative and support costs.

A Solaris Container, much like any Virtual Guest Server, is a logical instance of the Solaris 5.10 or greater operating system and applications environment based on the use of virtualization software on a physical host server (x86 or SPARC). The number of Solaris Containers per physical Host will be jointly determined by County and Contractor with the goal of obtaining maximum efficiencies without jeopardizing service delivery.

Each Solaris Container will be configured as if it were a physical server and will receive the same type and level of monitoring and support as does a physical server.

Solaris Containers will be refreshed to maintain software currency based on current Contract year standards.

Any use of Solaris Containers, whether Production or Preproduction/Test, will be approved by the County prior to installation.



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2. Schedule 16.1, Fees, Exhibit 16.1-5 shall be supplemented by the addition of six Resource Units and associated pricing as summarized in Attachment 1 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Winston F. McColl

Name: Winston F. McColl

Title: Director Department of Purchasing
and Contracting

Date: 2/27/2013

John
Hudson

HP ENTERPRISE SERVICES, LLC

By: Max Pinna

Name: Max Pinna

Title: Contracts Manager

Date: _____

ATTACHMENT 1 TO PRR 87 - SOLARIS CONTAINERS

Resource Unit	Schedule A.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific to contract breakouts)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Solaris Container 8 CPU Production	Data Center Services - Solaris Virtual Services - Section 6.5.3.10	Unit	Fixed monthly fee per unit	N/A	\$5,135.33	10	\$51,353.30	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Solaris Container 4 CPU Production	Data Center Services - Solaris Virtual Services - Section 6.5.3.10	Unit	Fixed monthly fee per unit	N/A	\$3,216.65	25	\$80,416.25	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Solaris Container 1 CPU Production	Data Center Services - Solaris Virtual Services - Section 6.5.3.10	Unit	Fixed monthly fee per unit	N/A	\$2,131.42	50	\$106,571.00	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Solaris Container 8 CPU Preprod/Test	Data Center Services - Solaris Virtual Services - Section 6.5.3.10	Unit	Fixed monthly fee per unit	N/A	\$5,686.95	10	\$56,869.50	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Solaris Container 4 CPU Preprod/Test	Data Center Services - Solaris Virtual Services - Section 6.5.3.10	Unit	Fixed monthly fee per unit	N/A	\$2,259.03	25	\$56,475.75	N/A	N/A	N/A	N/A	N/A	Specific	N/A
Solaris Container 1 CPU Preprod/Test	Data Center Services - Solaris Virtual Services - Section 6.5.3.10	Unit	Fixed monthly fee per unit	N/A	\$1,293.36	50	\$64,668.00	N/A	N/A	N/A	N/A	N/A	Specific	N/A